

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

July 2012

Total Calls 13

Calls returned within one business day 13
 Calls resolved within 30 business days 13
 Follow-up calls 21

Total Visits 0

General Statistics

Callers	Time of Calls
Female <u>8</u>	AM <u>5</u>
Male <u>5</u>	PM <u>8</u>
Adult <u>6</u>	
Youth <u>7</u>	

Collaboration Contacts/Referrals

Probation	<u>4</u>
CDSS	<u>0</u>
Mental Health	<u>0</u>
DCFS/Youth Ombudsman	<u>2</u>
Child Protection Hotline	<u>0</u>
Other (elder abuse)	<u>0</u>
TOTAL	<u>6</u>

COMPLAINT PROBLEM CLASSIFICATION

Personal Rights

<u> </u> Allowance	<u> </u> Health/Med, Dental, Psych Care
<u> </u> Clothing/Personal Property	<u>1</u> Respect - <i>Penny Lane</i>
<u>1</u> Contact - <i>Moore's Cottage</i>	<u> </u> School/Community
<u>1</u> Food - <i>Project Six</i>	<u> </u> Social/Family Contact
<u> </u> Living Conditions	<u> </u> Work/Job Skills

TOTAL: 3

COMPLAINT PROBLEM CLASSIFICATION

Personal

<u> </u> Crime-related	<u> </u> Physical Abuse/Harm
<u> </u> Discipline	<u>1</u> Fear, Threats, Intimidation - <i>Florence Crittenton</i>
<u> </u> Discrimination/Isolation	<u> </u> Relationship
<u> </u> Emotional Issues	<u> </u> Sexual Abuse
<u> </u> Pregnancy	<u> </u> Substance Abuse

TOTAL: 1

COMPLAINT PROBLEM CLASSIFICATION

Other (Describe)

CSW Concerns
 Placement Concerns 1 - *Children's Homes of Southern California*
 Confidentiality

TOTAL: 1